

# KIPPRA SERVICE DELIVERY CHARTER

## A: WHO ARE WE AND WHAT IS OUR MANDATE?

### **Preamble**

KIPPRA is an autonomous public policy institute, and a public think-tank established in May 1997. We are currently operating under the KIPPRA Act No. 15 of 2006.

This Service Delivery Charter publicly sets out our mandate, the services we provide to our clients, how these services can be accessed, and how you can give us feedback for continuous improvement of our services and product. It is our collective expression of the commitment to ensure that our standards are maintained in the provision of services and products, and our vision becoming an international centre of excellence in public policy research and analysis

### **Mandate**

The mandate of KIPPRA (KIPPRA Act 2006) is to:

- (a) Identify and undertake independent and objective programmes of research and analysis on macroeconomic, social-economic development;
- (b) Develop capacities in public policy research and analysis and assist the national and county governments in the process of policy formulation and implementation;
- (c) Provide advisory and technical services on public policy issues to national and county governments and other agencies;
- (d) Communicate the findings and recommendations of the Institute's research programmes to the agencies of the national and county governments concerned with the implementation of public policy;

- (e) Serve as a point of communication and encourage the exchange of views between the national government, county governments, the private sector and other bodies or agencies of the national and county governments on matters relating to public policy research and analysis;
- (f) Carry out specific surveys on public policy issues and disseminate the findings to persons it deems appropriate and to publish such research findings as the Board may authorize;
- (g) Develop and maintain a database of research findings on public policy and related issues and make these available to the government, the private sector and learning institutions in Kenya;
- (h) Undertake public policy research and analysis for the national government, county governments and for clients in the private and public sectors;
- (i) Control the publication and use of the Institute's research findings;
- (j) Organize symposia, conferences, workshops and other meetings to promote the exchange of views on issues relating to public policy research and analysis;
- (k) Undertake public policy research relevant to governance and its implications to development; and
- (l) Undertake any other activity which is incidental to the performance of any of the foregoing functions.

## **OUR VISION AND MISSION**

### **Vision**

*An international centre of excellence in public policy research and analysis*

### **Mission**

*To provide quality public policy advice to the Government of Kenya by conducting objective research and analysis and through capacity building in order to contribute to the achievement of national development goals*

## **Stakeholders**

General public; Ministries, Departments and Agencies (MDAs); The Executive, Legislature and Judiciary; County governments; Private sector and civil society; Religious organization; Regional and International organizations; Donors; and the Media.

## **Quality Policy**

*KIPPRA is ISO 9001:2008 Certified*

It is the policy of KIPPRA to provide quality public policy advice to the Government of Kenya and other stakeholders by conducting objective public policy research and analysis and capacity building programmes that meet contractual requirements, applicable legal and statutory requirements and ISO 9001:2008 standard.

Our service standards are benchmarked against international best practices and modeled on similar offerings of other public policy institutes worldwide. With our well-trained and experienced staff, our quest for timely provision of quality policy advice is guided by objectivity, professionalism, integrity and sensitivity to stakeholder interests.

Through management review of our Quality Management Systems, we seek to continually improve quality objectives, processes, products and services and suitability of this Quality Policy.

KIPPRA ensures that the Quality Policy and associated procedures are understood by KIPPRA employees through the introduction of the Quality Policy during recruitment and orientation processes and through review of the goals, objectives and requirements that have been established.

## **Core Values and Principles**

In our quest for provision of quality services and products, we are guided by the National Values and Principles of Governance as enshrined in Articles 10 and 232 of the Constitution of Kenya 2010. These can be summarized as:

- Professionalism and ethics in service delivery;
- Fair competition and merit in appointments and promotion;

- Good governance, transparency and accountability;
- Efficiency and effectiveness;
- Responsive, prompt, impartial and equitable service;
- Provisioning for diversity;
- Upholding of human rights in the public service.

## **B: WHAT ARE OUR OBLIGATIONS AND RESPONSIBILITIES TO YOU?**

**Standards:** KIPPRA service standards are benchmarked against international best practice and modeled on similar offerings of other public policy institutes worldwide.

**Identification:** Whenever you contact us, the person you deal with will give you his or her name. When you meet a member of our staff, they will either wear a name badge or be in possession of KIPPRA identification.

**When you phone us:** We aim to answer calls and enquiry lines within three (3) rings. If we cannot deal with your enquiry immediately, we will arrange to return your call at an agreed time.

**When you visit the office:** We will ask you how we can help. If you call without an appointment, we will try to see you within 30 minutes. If you have an appointment, we aim to see you within 10 minutes of your appointed time. If you will need to wait longer, we will keep you informed.

**Other arrangements:** If you cannot come to our offices, in certain circumstances, we can arrange to meet with you at your convenient place and time.

**When you write to us:** By letter, fax or e-mail, we will reply to you within 3 working days from the date we receive your communication. If we cannot deal with your letter, fax or e-mail fully within this period, we will let you know how much longer it will be before we can give you a full answer. It may be that we require further information from you with regard to your request.

## **C: WHAT DO WE EXPECT FROM YOU?**

We will strive to uphold your right as a stakeholder; Treat you with respect and courtesy, fairly, professionally and in line with current law, irrespective of your religious belief, sex, political opinion, race, age, marital status or any other discriminatory factor.

We shall hire staff who are fully trained to carry out their duties effectively and efficiently.

We shall keep any information you provide to us confidential.

In return, we request you to be polite and considerate to our staff; be polite and considerate to other clients; give us relevant and honest information when we ask for it, including information about our services and products and any suggestions for improvement; and make requests well in advance to facilitate proper planning.

We will not tolerate violent or abusive behaviour towards our staff.

Help us to help you by providing us with accurate information, being open and honest with us, treating our officers with courtesy and respect, complying with what is required of you by law, and providing us with feedback on our services.

## **D: HOW DO WE HANDLE YOUR FEEDBACK AND ANY COMPLAINTS**

KIPPRA greatly welcomes feedback on our performance. It helps us to improve our services and stay in touch with your needs. If you are pleased with our level of service and quality of products, please let us know. It gives us the opportunity to recognize the good service we provide. On the other hand, if you are not satisfied with our service, please let us know. We will take your complaints or comments seriously. To make sure that we listen and respond to your complaints, comments, or suggestions, we have established various formal channels.

We expect that the person you contact will solve the problem at that time. If the complaint cannot be solved by this person, you should refer your complaint to the Executive Director.

All complaints received will be captured, classified for escalation, reviewed and action taken recorded in the Complaints Register as well as Enquiries Logbook.

The avenues of sending complaints are:

- Email to: [complaints@kippra.or.ke](mailto:complaints@kippra.or.ke)
- Complaints addressed to: Executive Director, KIPPRA, P. O. Box 56445-00200, Nairobi; Tel.: +254 20 493600; 20 2719933/4; Cellphone 0736 712724; 0724 256078; Fax: +254 20 2719951; Email: [executivedirector@kippra.or.ke](mailto:executivedirector@kippra.or.ke)
- Suggestion boxes placed at the KIPPRA premises (these are opened at the end of every quarter)
- Website enquiries at: Email: [onlinefeedback@kippra.or.ke](mailto:onlinefeedback@kippra.or.ke); Website: [www.kippra.org](http://www.kippra.org); and [admin@kippra.or.ke](mailto:admin@kippra.or.ke)
- Visitor's feedback forms placed at the reception
- Oral submissions
- Customer satisfaction surveys, carried out regularly.

**Acknowledgement:** Every proper complaint received will receive a formal written acknowledgement, outlining the resolution period and the person dealing with it.

**Investigation:** The Institute will follow up the aspects of the complaint to identify and clarify the key facts.

**Decision-making:** If you think a decision on your application or request is wrong, you may ask us to look at the decision again; or you can file an official complaint to the Executive Director.

**Timelines:** If you complain about our services, we will acknowledge your complaint within 2 working days; aim to reply within 10 working days; and try to learn from your complaint to improve our service.

**Our targets and performance:** We have targets that deal with public policy research, analysis and capacity building issues. You can find out if we are meeting our targets each year from our annual reports, performance contract or by contacting us. We will display information about our performance on our website.

**Resolution and Confirmation:** The Institute will ensure that the final resolution is clear and fair, documented and proposed action discussed and agreed with the Executive Director. The resolution will be discussed and reviewed from both the Institute and customer viewpoint to ensure fairness and clarity.

Recognition and documentation of any underlying issues that have contributed to the complaint and recommendations for actions to prevent further occurrence will be done. The response to the complainant will be within the time scales promised. There will be follow-up, where need be, to see if the complainant were happy with how their complaint was handled. The complainant will be made aware of what the Institute is doing to avoid the problem in the future.

Unresolved Complaints: These may be reported to:

Commission on Administrative Justice

West End Towers, 2nd Floor,

Waiyaki Way Westlands,

Po Box 20414-00200 Nairobi

Telephone: +254020 2270000

Email Address: [certificationpc@ombudsman.go.ke](mailto:certificationpc@ombudsman.go.ke)

Toll Free Number: 0800221349

SMS Short-Code Number: 15700

[www.ombudsman.go.ke](http://www.ombudsman.go.ke)

## E: LIST OF SERVICES

Services Rendered	Client Requirements	User Charges	Timelines
Research and policy analysis on relevant policy issues	Written request to the Executive Director	Subject to Contract Agreement	Continuous
Capacity building for policy analysis, policy formulation, implementation, monitoring or evaluation	Written request to the Executive Director	Subject to Contract Agreement	Continuous
Policy engagement through involvement in taskforces, and technical working groups	Written request to the Executive Director	Free but subject to nature of policy issue and availability of technical expertise at the Institute	Continuous
Access to available data or databases	Register with Information Resource Centre	Often free, but a small fee may be charged to cover packaging costs	Continuous
Use of KIPPRA Information Resource Centre for research purposes	Register with the Information Resource Centre	Free service subject to availability of space, and adherence to the Rules and Regulation for Use of the Resource Centre	Resource Centre open 8am to 1pm, and from 2pm to 5pm working days only
Distribution of research publications to stakeholders	Sale to individuals, free to MDAs.	Mostly at Ksh 200 per copy, but prices may vary depending on the type (series) of publication, and the production cost	Continuous
Access to the website downloads	Online registration	Free downloads of most research outputs	Continuous

Our service charter will be reviewed regularly to ensure that it remains relevant and focused to your needs. Your contribution in improving the charter can be done using the channels mentioned above

For more information visit: [www.kippira.org](http://www.kippira.org)